

Patricia M. French
Senior Attorney



300 Friberg Parkway
Westborough, Massachusetts 01581
(508) 836-7394
(508) 836-7039 (facsimile)
pfrench@nisource.com

August 30, 2005

BY OVERNIGHT DELIVERY AND E-FILE

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, MA 02110

Re: Bay State Gas Company, D.T.E. 05-27

Dear Ms. Cottrell:

Enclosed for filing, on behalf of Bay State Gas Company ("Bay State"), please find Bay State's response to the following Information Request:

From the UWUA:

UWUA-1-22 (Revised)

Please do not hesitate to telephone me with any questions whatsoever.

Very truly yours,

Patricia M. French

cc: Per Ground Rules Memorandum issued June 13, 2005:

Paul E. Osborne, Assistant Director – Rates and Rev. Requirements Div. (1 copy)
A. John Sullivan, Rates and Rev. Requirements Div. (4 copies)
Andreas Thanos, Assistant Director, Gas Division (1 copy)
Alexander Cochis, Assistant Attorney General (4 copies)
Service List (1 electronic copy)

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

RESPONSE OF BAY STATE GAS COMPANY TO THE
FIRST SET OF INFORMATION REQUESTS FROM UWUA LOCAL 273
D. T. E. 05-27

Date: June 22, 2005

Responsible: Stephen H. Bryant, President

REVISED RESPONSE

UWUA-1-22 Please provide a copy of any written complaints and a log of any verbal complaints made by any homeowner, contractor, developer, or existing or potential customer to the company, regarding requests for new or expanded service, for the period January 1, 1998 to present. Please include any complaints regarding actual or anticipated delays in obtaining the new or expanded service; complaints about any fees or charges proposed or actually imposed to obtain the new or expanded service; or complaints about any difficulty in communicating with the company's sales employees.

Revised

Response: The Company's original response to this question, dated June 22, 2005, erroneously contained certain customer specific information that originally appeared on Attachment UWUA-1-22. A redacted version of this attachment is now labeled Attachment UWUA-1-22 REVISED.

The Company has no record of a filed DTE complaint concerning the issues above during the time frame requested.

The Company maintained no log of complaints concerning the issues above prior to October 2004. Since October 2004, customers expressed 13 complaints either verbally or in writing. The 13 complaints are attached as Attachment UWUA-01-22 REVISED.

Call Back Request

Status: Resolved

Call Information:

Date/Time Call Received: 10/19/2004 07:56 AM
Specialist: Alex Petrosino

Customer Information:

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Customer Account Number: [REDACTED]
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

Reason for Call:

- | | |
|---|--|
| <input type="radio"/> Guardian Care | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs | <input type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions | <input type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB | |
| <input checked="" type="radio"/> New Business | |
| <input type="radio"/> Cancellation Due to Shut-Offs | |

Issue:

called in around 10/1/04 for new service. was told it had to go to maps and records to determine location of main, never heard from rep.

Resolved Date:

10/19/2004 07:59 AM

Resolved By:

Alex Petrosino

Resolution:

spoke to customer. sent request to maps for cost of main ext.
gave details to sales rep to create fif and send info to cust.

Call Back Request

Status: Resolved

Call Information:

Date/Time Call Received: 10/19/2004 08:14 AM
Specialist: Alex Petrosino

Customer Information:

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Customer Account Number: [REDACTED]
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

Reason for Call:

- | | |
|---|--|
| <input type="radio"/> Guardian Care | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs | <input type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions | <input type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB | |
| <input checked="" type="radio"/> New Business | |
| <input type="radio"/> Cancellation Due to Shut-Offs | |

Issue:

sent site plan 3 to 4 wks ago never heard back. has had problems with other projects and is very unhappy with our process. we have made mistakes in the past about gas main information. wants field visit regarding this gas service.

Resolved Date: 10/19/2004 08:18 AM

Resolved By: Alex Petrosino

Resolution:

spoke to cust. called maps had eng. make site visit. gas main ends 200' from his lot. building at #77 and main ends at # 29. he doesn't believe it. will call dig safe to see where marks end up and call me back.

Call Back Request

Status: Resolved

Call Information:

Date/Time Call Received: 11/15/2004 08:18 AM
Specialist: Leigh Elliott

Customer Information:

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Customer Account Number: [REDACTED]
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

Reason for Call:

- | | |
|---|--|
| <input type="radio"/> Guardian Care | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs | <input type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions | <input type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB | |
| <input checked="" type="radio"/> New Business | |
| <input type="radio"/> Cancellation Due to Shut-Offs | |

Issue:

Customer is upset because her gas service has not been installed yet. The work order was cut for her svc on 10/12/04, the customer was aware we have a 6-8 week lead time for new service, however, she was told by someone named "Sandy" that her svc would be installed 11/8/04. The customer said that the contractor called her on 11/8 and said they had an emergency delay and would not be out to install the service that day. They then asked the customer to call us for the construction schedule to see when they would be back out.

When the customer called today, she asked when the service would be going in, according to the sales system it has not been given to a contractor yet. I explained to the customer that I would need to call Kim in construction to find out when her service would be installed, at that point the customer said that she wanted to speak to my supervisor.

I have placed a call to Kim in construction regarding the status of this service, and have sent Kim an email also. The customer requested a call back today, asap.

Resolved Date: 11/15/2004 10:31 AM

Resolved By: Alex Petrosino

Resolution:

Customer spoke to a Sandy in Spfld CCC. They apparently didn't understand that there was no gas service here yet. Customer planned move around meter turn on. Br. Const. to receive permit this week from town and will send to contr. as soon as it arrives. Red tag on outside house piping might be for inspection of interior piping. Explained scenario to customer, not happy. Will call Kim and Melanie again to try to move up on installation list

Call Back Request

Status: Resolved

Call Information:

Date/Time Call Received: 10/29/2004 01:49 PM
Specialist: Loribeth Robinson

Customer Information:

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Customer Account Number: [REDACTED]
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

Reason for Call:

- | | |
|---|--|
| <input type="radio"/> Guardian Care | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs | <input type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions | <input type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB | |
| <input checked="" type="radio"/> New Business | |
| <input type="radio"/> Cancellation Due to Shut-Offs | |

Issue:

Cust had new svc installed with out a meter bar, upset hasnt got one yet and has left messaged for Michalene...wanted supervisor to call her. I already emailed Michalene in regards to this so hopefully it will be resolved.

Resolved Date: 11/02/2004 09:57 AM
Resolved By: Loribeth Robinson

Resolution:
Cust was called by Eva-taken care of.

Call Back Request

Status: Resolved

Call Information:

Date/Time Call Received: 12/08/2004 09:50 AM
Specialist: Laurel Burke

Customer Information:

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Customer Account Number: [REDACTED]
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

Reason for Call:

- | | |
|---|--|
| <input type="radio"/> Guardian Care | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs | <input type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions | <input type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB | |
| <input checked="" type="radio"/> New Business | |
| <input type="radio"/> Cancellation Due to Shut-Offs | |

Issue:

CUSTOMERS OIL BURNER WENT. WANTED NEW SERVICE. EXPLAINED WE COULDN'T DO UNTIL SPRING. TOLD HER SHE COULD GO PROPANE IN THE INTERIM. SAID SHE CALLED IN OCTOBER AND WAS TOLD TO CALL BACK IN SPRING. EXPLAINED 6 TO 8 WEEK PROCESS AND CONSTRUCTION HAD MORE THAN ENOUGH SERVICES TO TAKE THEM TO THE END OF THE DIGGING SEASON. SAID IT WAS AN EMERGENCY, SO I POINTED OUT THE ALTERNATIVES SO SHE WOULDN'T BE WITHOUT HEAT. WANTED A SUPERVISOR.

Resolved Date: 12/08/2004 10:36 AM

Resolved By: Alex Petrosino

Resolution:

Spoke to customer. Customer verified our explanation with her sister who works for Nstar. She is satisfied with the explanation but not happy about it. Laurie will send package to customer for installation in spring of 2005.

Call Back Request

Status: Resolved

Call Information:

Date/Time Call Received: 10/19/2004 10:45 AM
Specialist: Paul Kady

Customer Information:

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Customer Account Number: [REDACTED]
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

Reason for Call:

- | | |
|---|--|
| <input type="radio"/> Guardian Care | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs | <input type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions | <input type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB | |
| <input checked="" type="radio"/> New Business | |
| <input type="radio"/> Cancellation Due to Shut-Offs | |

Issue:

[REDACTED] was told by someone in Brockton to call me specifically because he wants gas to a new property. This req was initially done by Mary Withka in 2002 but there was no bldg at the time. According to sales, the gas line was installed in 3/2004. [REDACTED] said this isn't true. He spoke to Kim Langer recently and she told him he is "too late" for new svc this year, which is true. I don't believe I was ever involved in this. I don't know if there is anything I can do to help him. Since he won't talk to Kim, I recommended he speak to a manager.

Resolved Date: 10/19/2004 11:53 AM

Resolved By: Alex Petrosino

Resolution:

referred back to sales rep to call customer explain best effort will be made to get it done, no guarantee, complete request and send to construction

Call Back Request

Status: Resolved

Call Information:

Date/Time Call Received: 06/14/2005 11:54 AM
Specialist: David C Lopez

Customer Information:

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Customer Account Number: [REDACTED]
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

Reason for Call:

- | | |
|---|--|
| <input type="radio"/> Guardian Care | <input type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs | <input checked="" type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions | <input type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB | |
| <input checked="" type="radio"/> New Business | |
| <input type="radio"/> Cancellation Due to Shut-Offs | |

Issue:

There is no gas available at [REDACTED]
This customer insists on getting the cost to have the main run and thinks there should be an incentive or mass mailing sent out to other customers on the block to have them split the cost of installing the main. He is constructing a 4 lot subdivision at this address. He requested to speak with a supervisor to hear reassurance about the costs involved in a main extension.

Resolved Date: 06/20/2005 12:54 PM

Resolved By: Alex Petrosino

Resolution:

Spoke to cust. He will send site plan to Alex so we can determine length of main to the project and within the project as well as services in order to estimate cost of project.

Call Back Request

Status: Resolved

Call Information:

Date/Time Call Received: 06/07/2005 02:58 PM
Specialist: Leigh Elliott

Customer Information:

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Customer Account Number: [REDACTED]
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

Reason for Call:

- | | |
|---|--|
| <input type="radio"/> Guardian Care | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs | <input type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions | <input type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB | |
| <input checked="" type="radio"/> New Business | |
| <input type="radio"/> Cancellation Due to Shut-Offs | |

Issue:

[REDACTED] would like a gas service for non heating use only. Cannot afford to convert heat from oil to gas right now. Customer would like to speak to supervisor - feels that since he will be using gas for drying, hw, cooking and a fireplace that service should be at no cost to him. Ran ROR - contrib. came back at \$1584 with total base as 41.

Resolved Date: 06/07/2005 04:00 PM
Resolved By: Alex Petrosino

Resolution:

Explained revenue requirements and options with customer. Customer to obtain estimates to convert to heat in order to make an informed decision. Leigh to request engineering to make a site visit and determine if pine trees along front of property pose a problem or additional expense if customer decides to install gas service.

Call Back Request

Status: Resolved

Call Information:

Date/Time Call Received: 04/11/2005 11:32 AM
Specialist: Laurel Burke

Customer Information:

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Customer Account Number: [REDACTED]
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

Reason for Call:

- | | |
|---|--|
| <input type="radio"/> Guardian Care | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs | <input type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions | <input type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB | |
| <input checked="" type="radio"/> New Business | |
| <input type="radio"/> Cancellation Due to Shut-Offs | |

Issue:

Cust bought a property at [REDACTED] Before she bought the property she called to see if gas was available. She was told it was. I looked it up and its not in front of her property it would require a main extension. She said she would have never bought a \$400,000.00 house if she knew she would have to pay for the main extension. Wants to speak to a supervisor.

Resolved Date:

06/07/2005 01:53 PM

Resolved By:

Alex Petrosino

Resolution:

Cust. spoke to unknown rep 10/04 and was told that their was gas on the street, no charge for svc. up to 75' if central heat by gas. Nothing was created in the system in Oct. 2004. Rep to have main ext. and service priced. Main ext. approved by M. Poulin at no cost to customer.

Call Back Request

Status: Resolved

Call Information:

Date/Time Call Received: 04/05/2005 02:56 PM
Specialist: Leigh Elliott

Customer Information:

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Customer Account Number: [REDACTED]
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

Reason for Call:

- | | |
|---|---|
| <input type="radio"/> Guardian Care | <input type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs | <input type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions | <input checked="" type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB | |
| <input checked="" type="radio"/> New Business | |
| <input type="radio"/> Cancellation Due to Shut-Offs | |

Issue:

cust was transferred to me from cll cntr, cust had set & t/o sched for yesterday, tech went out and set meter and then found that svc had been cut in street (checked CMS and it was cut 10/98) expld to cust would require a new gas svc. cust would like svc for cooking only, expld that there would be a charge \$2000+ and would take 6-8 wks to process. Cust very upset - just moved into house, thought there was gas here, and has handicapped child. offered cust idea to use propane. cust irate would like supervisor call back

Resolved Date: 04/05/2005 03:34 PM

Resolved By: Alex Petrosino

Resolution:

Explained the cost of running the service to the home and the potential savings if the cust. converted heating system to gas. Cust. is on main street so I advised her to call for an estimate before buying any gas equipment.

Call Back Request

Status: Resolved

Call Information:

Date/Time Call Received: 11/05/2004 03:26 PM
Specialist: Ryan Hodsdon

Customer Information:

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Customer Account Number: [REDACTED]
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

Reason for Call:

- | | |
|---|--|
| <input type="radio"/> Guardian Care | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs | <input type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions | <input type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB | |
| <input checked="" type="radio"/> New Business | |
| <input type="radio"/> Cancellation Due to Shut-Offs | |

Issue:

Customer looking to get service for new construction at [REDACTED]
[REDACTED] Originally was told that gas is available in front of home. Bob Tetrault has confirmed that it is not. Needs forty foot main extension. Deanna ran ROR, \$3616 contribution. Signed contract in place, home already has gas equipment installed. Contribution waived per Alex. However, Bob Tetrault has informed me that main extension would take approximately 6 weeks to get approved in Springfield. This makes it extremely unlikely to get main and service installed this year. Will inform customer, I have left message for him to call me back.

Resolved Date: 11/05/2004 04:26 PM

Resolved By: Alex Petrosino

Resolution:

Customer is on a street where gas is coming from both ends of adjoining street and stops before this home. Customer should not be liable for main extension, will be done at company expense.

Call Back Request

Status: Resolved

Call Information:

Date/Time Call Received: 11/18/2004 03:51 PM
Specialist: Paul Kady

Customer Information:

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Customer Account Number: [REDACTED]
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

Reason for Call:

- | | |
|---|--|
| <input type="radio"/> Guardian Care | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs | <input type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions | <input type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB | |
| <input checked="" type="radio"/> New Business | |
| <input type="radio"/> Cancellation Due to Shut-Offs | |

Issue:

[REDACTED] wants gas to his house at [REDACTED]. Both he and I thought there was gas there. Sent signed contract to construction. When they went to premark, inspector discovered gas main is 800' away. [REDACTED] upset because he doesn't want to pay for main ext. He thinks we should cover cost b/c he will be paying for gas. Explained ror requirements. Cst sd he will contact DTE and town of [REDACTED] to try and force us to give him free main ext. He assumes all towns have gas on all roads. He claims he already bought gas equipment, even though I had told him it was the end of season and installation was not guaranteed. Please call him to discuss.

Resolved Date: 11/19/2004 03:31 PM

Resolved By: Patty Dyer

Resolution:

Spoke with customer. Just bought home, constructing major addition and had contracted for natural gas equipment based on Paul's comments that gas was available. He feels that because he was told so, that we should bring it at no charge. Explained

extension policy and that his option other than paying for the main extension would be to call a propane company. He never heard of anyone using propane. Said he was going to look into legal options and call me back.

Call Back Request

Status: Resolved

Call Information:

Date/Time Call Received: 10/26/2004 04:34 PM
Specialist: Paul Kady

Customer Information:

Customer Name: [REDACTED]
Customer Phone: [REDACTED]
Customer Account Number: [REDACTED]
Company: ☒ BSG/NU ☐ NIPSCO ☐ CRS

Reason for Call:

- | | |
|---|--|
| <input type="radio"/> Guardian Care | <input checked="" type="radio"/> Contracts |
| <input type="radio"/> G.C. Service Repairs | <input type="radio"/> Billing |
| <input type="radio"/> G.C. Technical Questions | <input type="radio"/> Cancellation |
| <input type="radio"/> G.C. Rentals/WH CB | |
| <input checked="" type="radio"/> New Business | |
| <input type="radio"/> Cancellation Due to Shut-Offs | |

Issue:

[REDACTED] cld in for a new gas service in early 2004. Svc address is [REDACTED] Mary Beth Jones sent a contract to him for a new service with a customer contribution of \$1,500.00. He cld back on 9/28/ asking to move fwd with project. I couldn't find a fif, folder or anything on this. No records at all. [REDACTED] faxed me the ppwk that Mary Beth had sent him in April 2004. No binding agreement has been made. Pricing didn't make sense to me. I had this priced through engineering. This will be a main ext down [REDACTED] 285' 4" PP Low pressure. 60' gas svc to house. Priced by David Rice. I ran ror. Cst contribution came back \$15,384. Cst extremely irate. Demanded to speak to manager because he feels this is BSG error and we should give him the "service" for \$1,505.00. Plz call [REDACTED] to discuss.

Resolved Date:

11/03/2004 10:53 AM

Resolved By:

Patty Dyer

Resolution:

Reviewed installation form with customer. Agreed with Mary Beth's analysis that a main ext. was not required. Fed Ex'd a new

contract to the customer as service length had increased. CAIC is now \$1756. Spoke with Paul and explained the analysis. Customer happy with resolution as long as service goes in this year.